

Choice Performance Confirmation Program

Employee Performance Management Program Survey

Purpose

Use these standardized survey questions and rating scales to assess the level of employee confidence in how your agency manages employee performance and the performance management program.

Survey requirements

Survey questions and format

This survey must be conducted using the standard SHR questions and rating scales. While the questions and rating scales are required for confirmation, you may add questions. The list of required questions is provided below.

Survey rating scale

Please use the following anchored rating system:

1	2	3	4	5
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree

Survey administration and timing

The survey must be administered to all eligible employees. An overall response rate of at least 65 percent is required.

The survey must be conducted:

1. In preparation for your pre-application.
2. Immediately following your first award cycle and annually thereafter.

Survey results

The results of the survey should be reported both in total and separately for supervisors and for employees. You must obtain a 60 percent or more accumulative average percent positive score (i.e., agree and strongly agree) rating on survey questions to meet the final confirmation evaluation standards.

Survey analysis

A gap analysis and action plan should be developed to address any areas of concern in the survey results.

Survey reporting

When submitting your preliminary application you must describe your survey process and results. You must also include your gap analysis and action plan to indicate how you addressed or are working to address areas of concern.

Survey questions

Mandatory questions for all employees

The following questions must be asked of all eligible employees. If your agency participates in the statewide Employee Engagement Survey, insert the percentage of positive scores from the most recent survey for questions below noted with an asterisk.

1. My agency demonstrates a commitment to a performance-based culture.
2. My agency is committed to holding people accountable for results.
3. I know how my agency measures its success.*
4. I know how my work contributes to the goals of my organization.*
5. I know what is expected of me at work.*
6. My performance evaluation provides me with meaningful information about my performance.
7. My supervisor gives me ongoing feedback that helps me improve my performance.*
8. My supervisor holds me accountable for performance.
9. My supervisor holds my co-workers accountable for performance.
10. I feel that my supervisor is held accountable for his/her performance management responsibilities.
11. My supervisor has the skills necessary to manage performance effectively.
12. The key results in my current performance development plan are clearly linked to my organization's goals and performance measures.
13. The performance development plan process helps me improve my performance.
14. My agency promotes collaboration across teams/work groups.
15. My supervisor sets goals for my team/work group.

Mandatory additional questions – supervisors only

1. My responsibilities for managing the performance of my staff have been clearly defined for me.
2. I have the skills necessary to manage my employees' performance effectively.
3. I clearly understand and know how to use the performance development plan process.
4. As a supervisor, I have clearly laid out expectations to my staff through the performance development plan process.
5. The key results I write in my employees' performance development plans are clearly linked to our agency's goals and performance measures.
6. As a supervisor, I am able to meaningfully differentiate my staff's performance between excellent, satisfactory and low performance.
7. The performance development plan process helps my staff improve their performance.
8. The performance feedback I provide helps my staff improve their performance.

Additional questions for annual reviews

The following questions must be asked of all eligible employees in addition to the mandatory questions listed above when surveying for the annual monitoring of the performance management confirmation program:

1. The performance management program motivates me to improve performance.
2. Productivity in my program has increased since the performance management program was implemented.
3. I would describe my overall satisfaction with the performance management program as:

Additional questions for annual reviews – supervisors only

1. I have the skills necessary to use the performance management program effectively.
2. I am confident I am applying the award criteria in the same way as other supervisors.
3. The performance management program motivates my employees to improve their performance.
4. Productivity in my program has increased since the performance management program was implemented.
5. Collaboration across teams/work groups has improved since the performance management program was implemented.

Consultation and assistance

SHR staff are available to assist you throughout the confirmation process, including a briefing to your executive management team about the confirmation process. For more information, please contact SHR at shrplanning@ofm.wa.gov or 360-407-4131.

Tools and Resources

Use the following tools and resources to learn more about the confirmation process:

- ☐ Choice Performance Confirmation Program – Overview
- ☐ Application Guide – Preliminary Application Submittal Guide
- ☐ Preliminary Readiness Assessment
- ☐ Employee Performance Management Program Survey
- ☐ Baldrige/WSQA Question Crosswalk Table
- ☐ Final Application and Guide
- ☐ Monitoring Report Guide